

Ann Louise Puopolo, BSN, RN
Vice President of Enterprise Patient Safety
CVS Health

Ann Louise Puopolo is the Vice President of Enterprise Patient Safety at CVS Health. She is responsible for setting the strategic direction for the enterprise patient safety program and fostering a culture of safety across seven business units. These include Retail, Mail, Specialty Mail and Retail, long term care and infusion pharmacies as well as the MinuteClinics. With her team of patient safety experts, Ann Louise leads the strategic and operational planning to mitigate risk and improve patient safety by proactively addressing patient safety risks, utilizing malpractice data insights, patient safety event reports, root cause analyses, patient complaints and other data sources to identify the causal and contributory factors associated with medical errors. She guides the businesses in utilizing this safety intelligence data to identify and prioritize high risk vulnerabilities and set annual patient safety plans to include metrics to evaluate impact of improvement activities.

In 2014, under Ann Louise's leadership, CVS Health registered with the Agency of Healthcare Research and Quality (AHRQ) and received approval to function as a Patient Safety Organization (PSO). The federal and state level confidentiality and peer review protections afforded through the Patient Safety Quality Improvement Act (PSQIA) of 2005 further allows Ann Louise and her team to advance the patient safety agenda across CVS Health.

Prior to joining CVS Health, Ann Louise was the Vice President of Patient Safety for CRICO (Risk Management Foundation of the Harvard Medical Institutions). In that role, she was responsible for a team of experts who analyzed malpractice claims and provided consultative services to the Harvard Medical Institutions. She too was responsible for the leadership of the Academic Medical Center Patient Safety Organization (AMC/PSO), a component entity of the Risk management Foundation.

Ann Louise has over 16 years of health services research experience and served as a Director of Research at Brigham & Women's Hospital and the Harvard School of Public Health leading studies with funding support from the Robert Wood Johnson Foundation (RWJ) and AHRQ focused on end of life decision making, medical malpractice and patient safety. Ann Louise received a Bachelors of Science in Nursing degree from Vanderbilt University and practiced as a critical care nurse at Boston's Beth Israel Deaconess Hospital.